Avaya one-X Mobile Preferred for IP Office User Guide

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Chapter 1: About the one-X Mobile Preferred for IP Office

About the Avaya one-X® Mobile Preferred for IP Office

The Avaya one-X Mobile is an application that allows users of mobile devices to remain connected to the IP Office communications server. It is only supported on IP Office release 8.0 and is not supported by earlier releases. Designed for a mobile workforce, the one-X Mobile provides rich unified communications capabilities that help users conduct business while on the move. Features provided by the one-X Mobile include:

- presence information for the user and for the user's contacts
- geo-location presence and tracking using the on-board GPS of the mobile device
- instant messaging with contacts defined on the IP Office server, as well as with external contacts
- visual voicemail with the ability to play voicemail messages, pick-up incoming voicemail messages, view the current presence of the voicemail caller, and return calls
- rich conference controls with click-to-conference for users, entry and exit notifications, and the ability to view and manage conference participants
- integration with Microsoft Outlook Calendar to provide information about the availability of users
- real-time notifications of communications arriving on the server, such as new voicemail or instant messages, changes in the availability of contacts, and conference participants dialing into user’s conference bridge
- support for enterprise dialing and dial plans, which allow mobile users to place calls using the corporate telephony system (Android devices only)

Supported platforms

The one-X Mobile is available for Apple and Android mobile devices. It is supported on the following devices:

- Android OS 4.0
- iPhones with iOS4 and iOS5

About the interface

The following sections describe the icons, menus, and controls available on the one-X Mobile application.

Related topics:

[Android devices](#) on page 8
[Apple devices](#) on page 20

Android devices

The following sections describe the icons, menus, and controls available on the one-X Mobile application for Android devices.

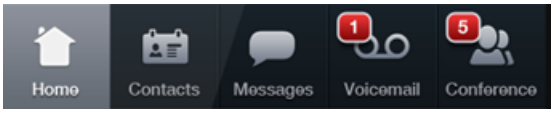
Layout

The graphic below shows the layout of the one-X Mobile interface on an Android operating system, with the Home screen selected.

Number	Description
1	Connection and event status
2	Navigation bar
3	Status bar
4	Instant message status
5	Voicemail status
6	Conference status

The Navigation bar:

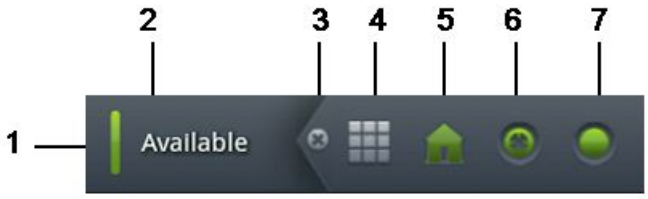
The Navigation bar allows you to access each of the screens. The number of new events—such as new voicemail messages or new participants in your conference room—is indicated in red on the Navigation bar.



The Status bar:

The Status bar is available on all screens in the one-X Mobile interface. It contains information about your availability, and provides controls for opening a dialpad, setting your location, and enabling or disabling GPS location information. The Status bar also indicates the status of your connection to the IP Office server.

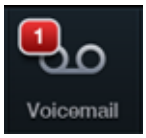
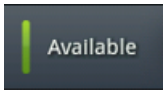
The graphic below shows the status bar as it displays on an Android operating system.

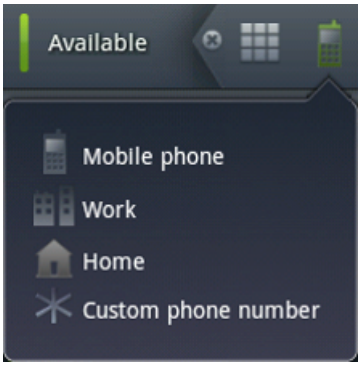


Number	Description
1	Presence status
2	Status message
3	Minimize
4	Dialpad
5	Location icon (the current location where calls can reach you)
6	Geo-presence status
7	Connection status

Icons:

The following icons are used to indicate status and event information on the one-X Mobile interface; these icons are used on all screens.

This icon displays at the top of the device's screen, and is visible when the one-X Mobile application is active on the device. • a green triangle indicates that the application is connected to IP Office • a red dot in centre of the triangle indicates a new event • a yellow triangle indicates that the application is partially connected • a red triangle indicates that the application is disconnected	
New events, such as new voicemail messages or new instant messages, are indicated in red. • a red triangle in the corner of a message indicates that the message is new • the total number of new events is indicated in the Navigation bar • the total number of events is also indicated on the Home page	 
On the left side of the bar, a color-coded icon indicates your availability. A text status displays next to the icon. You can use a pre-defined status or enter your own. For information about setting presence, see Managing status information on page 37.	
Launch the dialpad. For information about making calls using the dialpad, see Using the integrated dialer on page 45.	

Indicates the phone number of your current location. For more information, see Setting your location on page 43.	
This icon indicates whether geo-presence is enabled or disabled. You can use this icon as a button to enable or disable geo-presence. If you long-press this icon, the “Delete Locations” pop-up appears, providing you with the option to delete published locations on either “All devices” or just “This device.” When geo-presence is enabled, the icon is green. For information about configuring GPS settings, see Configuring GPS information on page 33	
Indicates the status of your connection to IP Office: • green: fully connected • yellow: partially connected • red: disconnected Press the icon to view information about the connection status. A spinning progress indicator appears inside the green status indicator when a request is actively being processed.	

Menu options and controls

On Android devices, use the following methods to access the menu options in the one-X Mobile application:

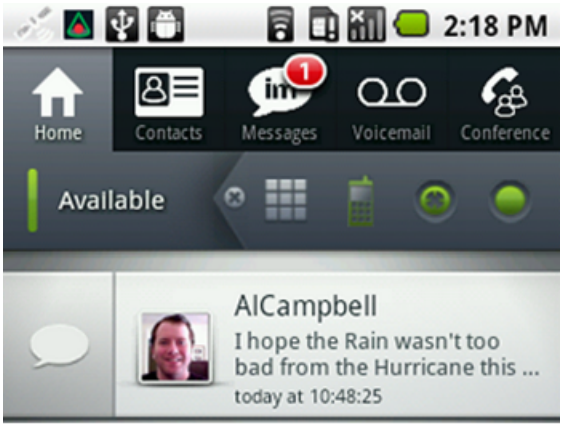
- Press: Press an item to select it.
- Long-press (press and hold): Long-pressing a contact name or item provides a menu specific to the selected item.
- Menu key: Pressing the Menu key on the mobile device will show options for the screen that you are currently viewing. The options apply to the screen, rather than to an individual contact or message on that screen.

The Home screen

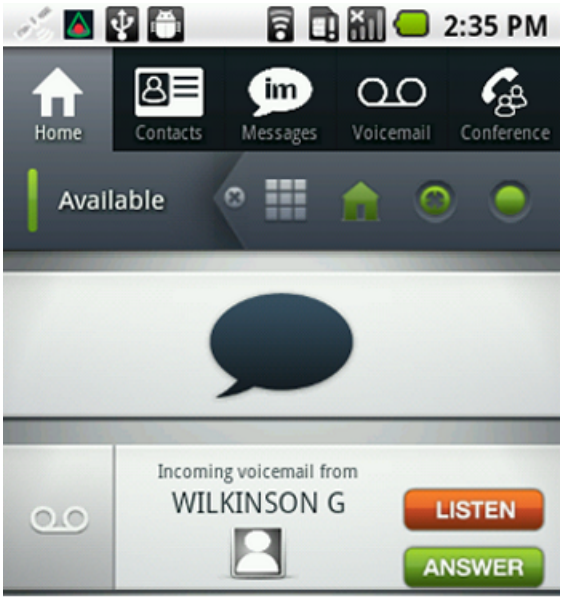
Use the Home screen view a snapshot of your communications.

In the area below the Status bar, the Home screen provides an icon for each type of communication: instant messages, voicemail, and conference calls. The icons are updated to display information about new messages or events.

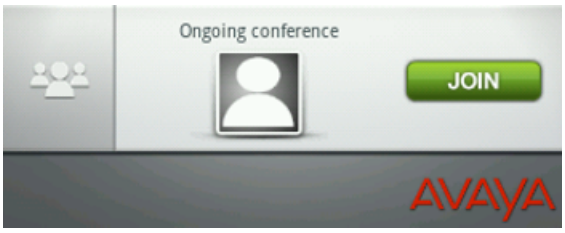
When you receive a new instant message, the message is displayed on the Home screen:



Incoming voicemail messages are also displayed on the Home screen. You can choose to listen to the message as it is being recorded, or you can answer the call. When you choose to answer the call, the call will ring at the location that you have specified as your current location in the one-X Mobile application.

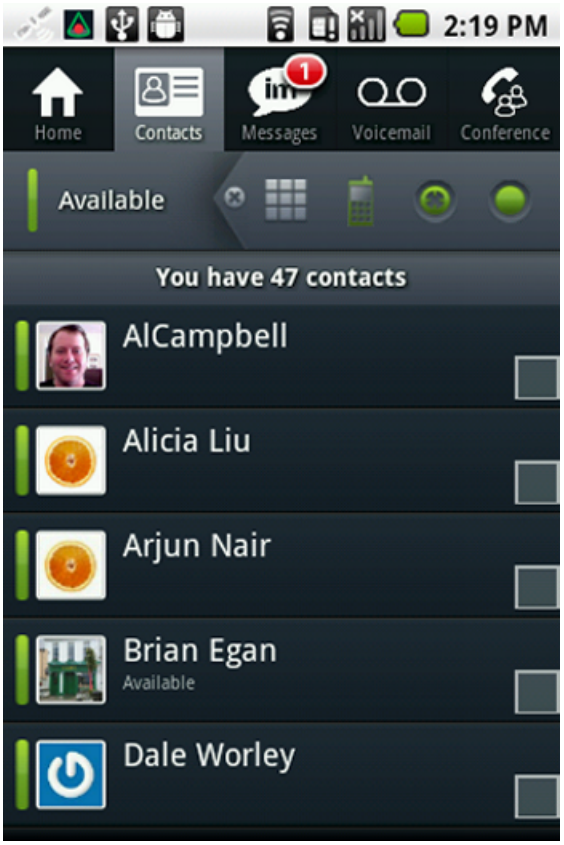


When another user dials into your conference bridge, the Home screen provides a button so that you can join the conference with one click.



The Contacts screen

The Contacts screen lists the contacts that are configured by your administrator on the IP Office call server; you do not need to populate the list of contacts.

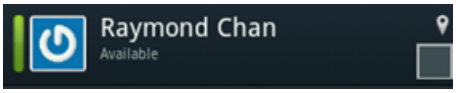


On the contact list, the color-coded bar to the left of the contact's name indicates the presence status of the contact. If the contact has entered a status message, it displays below his or her name.

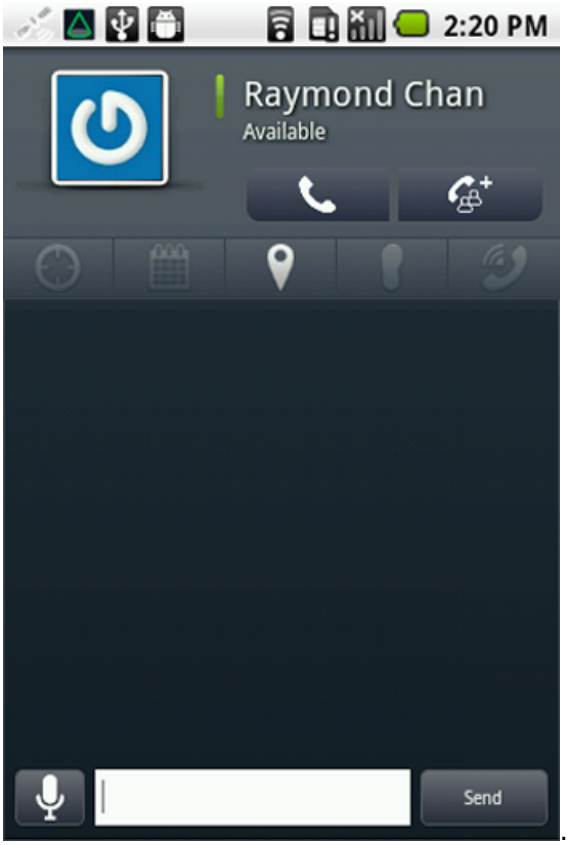
The checkboxes next to the names of the contacts allow you to select multiple contacts to add to a conference call. You can press the checkbox to select a contact, or you can press the Menu key on the mobile device and choose one of the following options:

- **Customize view:** Choose which groups to view, and whether to display offline contacts.
- **Select all:** The application selects all contacts in the list by placing a checkmark in the checkbox.
- **Select groups:** Choose a group to send a message to. There are three groups to choose from:
  - System: This group includes all users in the IP Office system. When you select the System group, you are selecting all of the contacts in your list. Telephony features, such as conference calling, are available when you select the System group.
  - Personal: This group contains a subset of contacts, who you can select using the one-X Portal.
  - Broadcast: This group contains a user named Everyone, which you can use when you want to send a broadcast instant message. When you send an instant message to Everyone, the instant message is sent to all users in the IP Office system. External users, such as Google Talk contacts, do not receive broadcast messages.

The Contacts screen also indicates whether GPS information is available for a contact. If a contact is publishing GPS information, a white placemarker displays next to the name of the contact to indicates that geo-presence information is available.



Press the contact name to initiate communication with that contact. When you press the name of a contact, a communication screen displays. You can use this screen to send an instant message to the contact, initiate a call, or add the contact to your conference call.



A toolbar on the communications screen allows you to view additional status information about the contact:

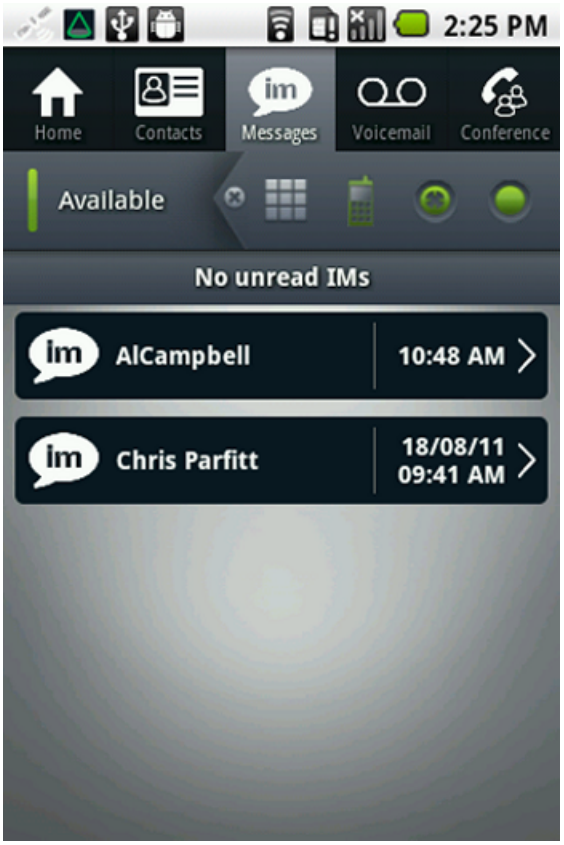
Number	Description
1	Indicates whether the contact is observing your GPS data.
2	Indicates the contact's meeting schedule.
3	Indicates whether GPS data is available.
4	Indicates whether you are following this contact.
5	Indicates whether this contact is on the phone.

On the Contacts screen, you can also long-press the contact's name to view options. When you long-press the contact's name, the following menu options display:

- call
- add to conference
- show status
- show location
- follow/ stop following
- show details (vcard)

The Instant Message screen

The Instant Message screen lists the IMs that you have received.



Press the Menu key on the mobile device to view options for the Instant Messaging page.

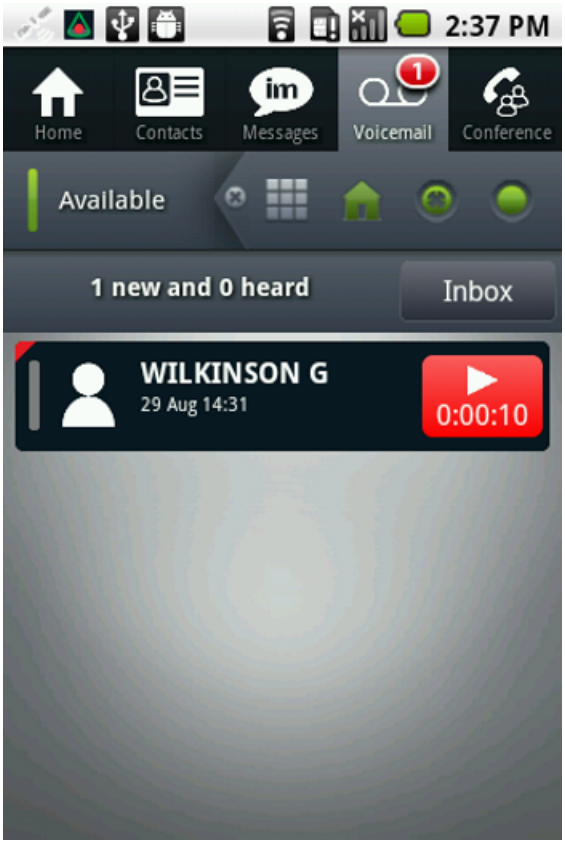
- Disable History: By default, the page displays read and unread instant messages. You can toggle the display to view new/unread messages only.
- Clear history: Use this option to delete instant messages that you have read.

The one-X Mobile application stores up to 1MB of instant messages. The number of instant messages that you can store depends on the number of characters that each message contains. Depending on the length of the messages, the 1 MB limit allows you to store 10,000

messages or more. When the storage limit is reached, the oldest messages are automatically deleted.

The Voicemail screen

The Voicemail screen provides visual access to voicemail messages.

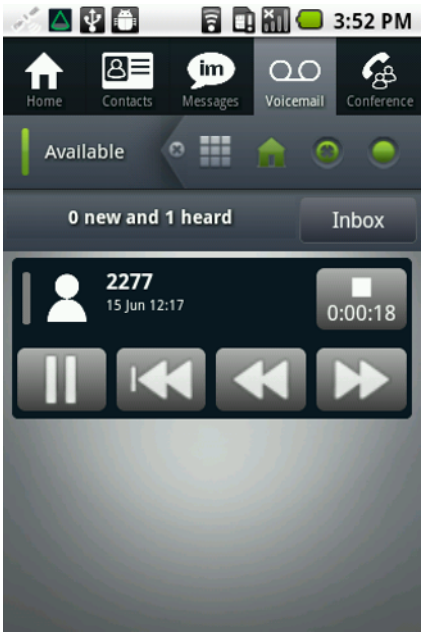


A banner located at the top of the Voicemail screen shows the number of new messages, and a message waiting icon displays in the top left corner of the message to indicate that the message is unheard. The phone number of the caller, the length of the message, and a timestamp are provided on the message envelope. The envelope also displays a color-coded icon on the left that indicates the real-time presence of the caller. If the caller is on your contacts list, an icon like the one shown below is displayed. For external callers, an icon of a telephone pole is displayed.

You can press the left side of the message envelope to communicate with the caller. If the caller is internal, a communications screen displays. If the caller is external, a dialpad displays. Press the red Play icon to open the voicemail message.

When you open a voicemail message, the message begins to play automatically and provides you with the following controls:

- play/pause
- rewind to the beginning
- rewind 2 seconds
- fast-forward 2 seconds



Long-press a voicemail message to view a menu of options:

- mark as unheard
- delete

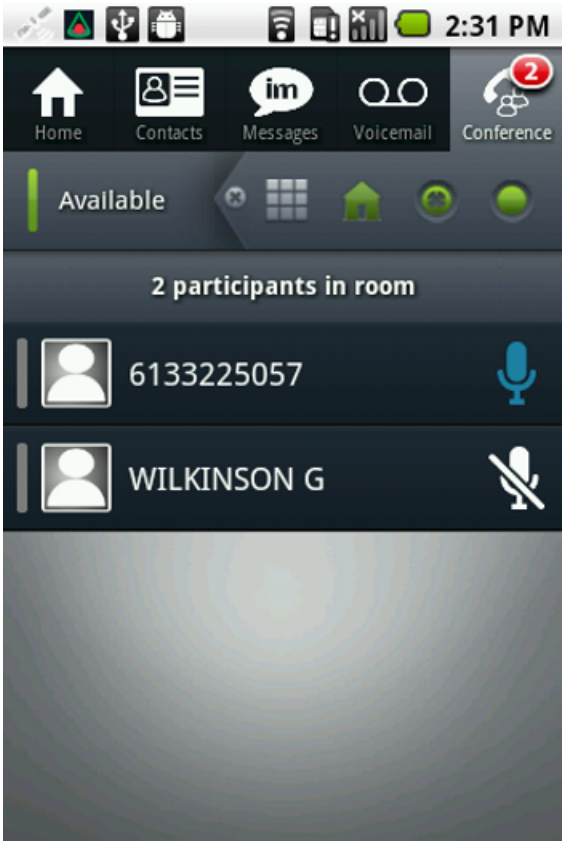
When you mark a message as unheard, the message waiting icon is restored in the one-X Mobile application. Your deskphone will also show this message as unheard and the message waiting indicator will display.

The Conference screen

The Conference screen displays the participants who have dialed into your conference bridge.

A banner located at the top of the screen shows the number of participants. The phone number or alias of the participant is shown, and the screen displays a color-coded icon that indicates the participant's presence on the network. If the participant is on your contacts list, his or her avatar will display. External participants have a default avatar as shown below.

During a conference, a blue microphone indicates who is speaking. A microphone with a diagonal line through it indicates that the participant is muted.



Press the Menu key on the mobile device to view options for the Conference page. The options are:

- Join conference: Use this option to enter a conference.
- Lock: Select this to lock the conference and prevent new participants from joining. When you lock a conference, a lock icon displays on the conference page.
- Mute all

Long-press a participant's name to view options for that participant:

- Assign alias: this option allows you to enter a name instead of the phone number that is displayed by default. The application retains the alias that you create for future conferences. You can toggle the display between the alias and the participant's phone number. Note that only you can see the aliases that you assign.
- Disconnect: disconnect the participant.
- Mute: mute the participant

Note:

If you have concerns about conference capacities or other features, note that the conference bridge is hosted by the IP Office and not by the mobile device.

Apple devices

The following sections describe the icons, menus, and controls available on the one-X Mobile application.

Layout

The graphic below shows the layout of the one-X Mobile interface on an Apple operating system, with the Home screen selected.

Number	Description
1	Instant message status
2	Voicemail status
3	Conference status
4	Status bar
5	Navigation bar

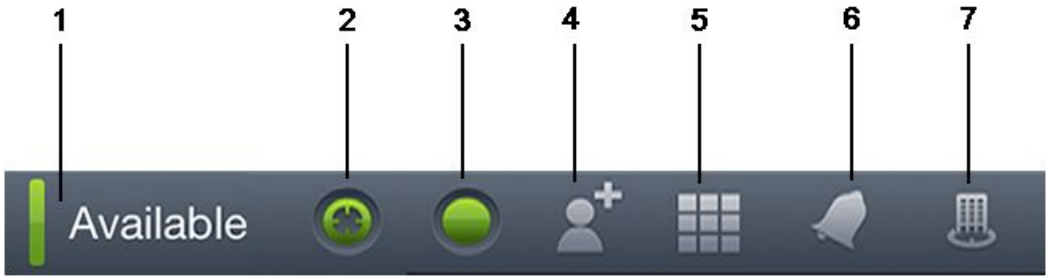
The Navigation bar:

The Navigation bar allows you to access each of the screens. The number of new events—such as new voicemail messages or new participants in your conference room—is indicated in red on the Navigation bar.

The Status bar:

The Status bar is available on all screens in the one-X Mobile interface. It contains information about your availability, and provides controls for opening a dialpad, setting your location, and enabling or disabling GPS location information. The Status bar also indicates the status of your connection to the IP Office server.

You can swipe the status bar to view all of the icons. The graphic below shoes the layout of the application on an Apple device.

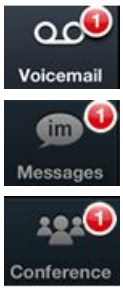


Number	Description
1	Presence status and status message On the left side of the bar, a color-coded icon indicates your availability. A text status displays next to the icon. You can use a pre-defined status or enter your own. For information about setting presence, see Managing status information on page 37.
2	Geo-presence status This icon indicates whether geo-presence is enabled or disabled. You can also use this icon as a button to enable or disable geo-presence. When geo-presence is enabled, the icon is green. For information about configuring GPS settings, see Configuring GPS information on page 33
3	Connection status Indicates the status of your connection to IP Office: • green: fully connected • yellow: partially connected • red: disconnected Press the icon to view information about the connection status.

4	Join conference
5	Dialpad For information about making calls using the dialpad, see Using the integrated dialer on page 45.
6	System messages You can also use this icon to email logs or a Problem Report.
7	Location icon This icon represents the current location where calls can reach you. For more information, see Setting your location on page 43.

Icons:

The following icons are used to indicate status and event information on the one-X Mobile interface; these icons are used on all screens.

New events, such as new voicemail messages or new instant messages, are indicated in red. • the total number of new events is indicated in the Navigation bar • the total number of events is also indicated on the Home page	

Menu options and controls

On Apple devices, use the following methods to access the menu options in the one-X Mobile application:

- Press: Press an item to select it.
- Swipe: Swipe show options for the screen that you are currently viewing.

The Home screen

Use the Home screen view a snapshot of your communications.

In the area below the Status bar, the Home screen provides an icon for each type of communication: instant messages, voicemail, and conference calls. The icons are updated to display information about new messages or events.

When you receive a new instant message, the message is displayed on the Home screen:

Incoming voicemail messages are also displayed on the Home screen. You can choose to listen to the message as it is being recorded, or you can answer the call. When you choose to answer the call, the call will ring at the location that you have specified as your current location in the one-X Mobile application.

When another user dials into your conference bridge, the Home screen provides a button so that you can join the conference with one click.

The Contacts screen

The Contacts screen lists the contacts that are configured by your administrator on the IP Office call server; you do not need to populate the list of contacts.

You can customize how you want to view your contacts by choosing which groups to view, and whether to display offline contacts. To view these options press the **Groups** button at the top-left of the Contacts screen.

The options are:

- **All Contacts:** Displays all contacts in the IP Office system.
- **Available Contacts:** Displays only those contacts who are online.
- **iPhone Contacts:** Displays contacts in the iPhone directory.
- **Broadcast:** This group contains a user named Everyone. When you send a message to Everyone, the message is sent to all users in the IP Office system. External users do not receive broadcast messages.
- **System:** This group contains all contacts in the IP Office system.

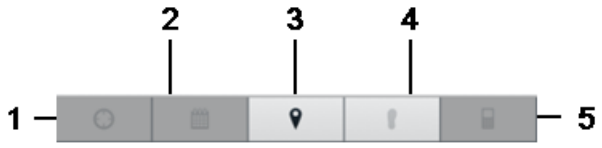
On the contact list, the color-coded bar to the left of the contact's name indicates the presence status of the contact. If the contact has entered a status message, it displays below his or her name.

Radio buttons next to the names of the contacts allow you to select multiple contacts to add to a conference call. To display the radio buttons, press the **Select** button at the top of the screen. You can press the press the radio buttons to select specific contacts, or you can press the **Select All** button at the bottom of the screen. Press the **Add to Conference** button to add all of the selected contacts to your conference bridge.

The Contacts screen also indicates whether GPS information is available for a contact. If a contact is publishing GPS information, a black placemarker displays next to the name of the contact to indicate that geo-presence information is available (the placemarker appears grey when geo-presence information is unavailable).

Press the contact name to initiate communication with that contact. When you press the name of a contact, a communication screen displays. You can use this screen to send an instant message to the contact, initiate a call, or add the contact to your conference call.

A toolbar on the communications screen allows you to view additional status information about the contact:



Number	Description
1	Indicates whether the contact is observing your GPS data.
2	Indicates the contact's meeting schedule.
3	Indicates whether GPS data is available.
4	Indicates whether you are following this contact.
5	Indicates whether this contact is on the phone.

On the Contacts screen, you can swipe the contact’s name to view options. When you swipe the contact’s name, icons for the following options display:

- Call
- Add to conference
- Send instant message

The Instant Message screen

The Instant Message screen lists the IMs that you have received. It displays both read and unread messages. When you press the **Edit** button at the top of the screen, a **Clear All** button displays. Press **Clear All** to delete instant messages that you have read.

The one-X Mobile application stores up to 1 MB of instant messages. The number of instant messages that you can store depends on the number of characters that each message contains. Depending on the length of the messages, the 1 MB limit allows you to store 10,000 messages or more. When the storage limit is reached, the oldest messages are automatically deleted. If you wish to manually delete IMs, you can swipe an IM to reveal the delete option.

When you open an instant message, you can press the forward arrow at the top of the screen to view options for the contact who sent the message. The options are:

- Call
- Add to Conference

The Voicemail screen

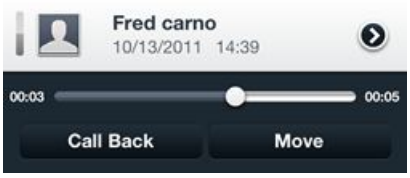
The Voicemail screen provides visual access to voicemail messages.

The Speaker button at the top of the screen allows you to toggle the phone's speaker on and off.

A blue message waiting icon displays next to the name of the caller to indicate that the message is unheard. The length of the message and a timestamp are provided on the message envelope. The envelope also displays a color-coded icon on the left that indicates the real-time presence of the caller. If the caller is on your contacts list, an icon like the one shown is displayed. For external callers, an icon of a telephone pole is displayed.

When you press the arrow to open a voicemail message, the message begins to play automatically and provides you with the following controls:

- Call back
- Delete



The Conference screen

The Conference screen displays the participants who have dialed into your conference bridge.

A banner located at the top of the screen shows the number of participants. The phone number or alias of the participant is shown, and the screen displays a color-coded icon that indicates the participant's presence on the network. If the participant is on your contacts list, his or her avatar will display. External participants have a default avatar indicated by a telephone pole.

During a conference, a blue microphone indicates who is speaking. An microphone with a diagonal line through it indicates that the participant is muted.

Note:

If you have concerns about conference capacities or other features, note that the conference bridge is hosted by the IP Office and not by the mobile device.

Chapter 2: Getting started

Install the application

The one-X Mobile Preferred for IP Office is available for the iPhone4 and for Android mobile devices. It is supported on the following devices:

- devices with Android 2.2 and 2.3 operating systems
- iPhones with iOS4 and iOS5 operating systems

Related topics:

[Installing the application on an Android device](#) on page 27
[Installing the application on an Apple device](#) on page 28

Installing the application on an Android device

About this task

Use the following procedure to download and install the Avaya one-X Mobile Preferred for IP Office on an Android device.

Note:

The one-X Mobile application is supported on Android 2.2 and 2.3 operating systems only and is not supported on devices running a custom ROM.

Procedure

1. On your mobile device, open the Android Market application.
2. Search for **Avaya one-X Mobile Preferred for IP Office** and select it.

   Note:

   When you search for the application, you will see several options for the Avaya one-X Mobile family of products. Before you continue with the installation, verify that you have selected the correct application.
3. Select the **Install** button.
4. Press **Ok** to accept the permissions for the one-X Mobile application.

5. Sign in to your Google Checkout account if this is the first time downloading from the Android Market .
6. In the Android Market application, select **My apps** and select the one-X Mobile application.
7. Press **Install**.

Installing the application on an Apple device

About this task

Use the following procedure to install the one-X Mobile Preferred for IP Office on an Apple device. The one-X Mobile is supported on devices with iOS4 or iOS5 operating systems.

Procedure

1. Open iTunes and select App Store.
2. Search for **Avaya one-X Mobile Preferred for IP Office** and select it.

   Note:

   When you search for the application, you will see several options for the Avaya one-X Mobile family of products. Before you continue with the installation, verify that you have selected the correct application.
3. Select the **Free** button and then select **Install**.
4. Enter your Apple ID and password and press**OK**.

   The one-X Mobile icon will appear on the device and show the status of the installation.

Configuring the application

You can install the one-X Mobile Preferred for IP Office on Android tablets or mobile phones, or on an Apple iPhone4 or iPhone4S. The procedures in this user guide refer to keys on the mobile device that are used to access the menus in the one-X Mobile application. The keys on your mobile device can be different than the ones described in this guide. You should be familiar with your mobile device user interface and operation, and be able to use the on-screen keyboard, scroll, highlight, enter text, and select items in a list and on-screen buttons. For more information about how to perform these tasks, see the user guide that came with your mobile device.

The following sections describes the settings to configure before using the one-X Mobile application.

Related topics:

Configuring the connection to IP Office on page 29
Configuring enterprise dialing on page 30
Configuring follow mode on page 32
Setting preferences for notifications on page 32
Configuring GPS information on page 33
Deleting GPS locations on page 34
Using the advanced menu on page 34

Configuring the connection to IP Office

Before you begin

In order to configure the connection between the one-X Mobile application and the IP Office server, you must first obtain the following information from your system administrator:

- the name of the one-X Portal server
- the port number of the server
- your username and password; these credentials are the same ones that you use to access the one-X Portal

If you are using an Android device, check the advanced WIFI settings on your phone to ensure that the “WIFI sleep policy” is set to **Never**. Go to **Menu > Settings > WIFI > WIFI settings**. Press **Menu** and select **Advanced**.

If the "WIFI sleep policy" is set to **Never**, the WIFI will remain connected at all times (with an impact on battery life) and will not enter 'sleep' mode . Otherwise, when the WIFI enters 'sleep' mode, one-X Mobile disconnects from WIFI and establishes a 3G connection, if it is available.

Note:

The default “WIFI sleep policy” setting varies depending on the model of your Android device. Check your setting before you configure the one-X Mobile application. If you do not have a data plan for your Android device and your WIFI enters 'sleep' mode after 15 minutes, you will lose connection to the one-X Portal server.

Procedure

1. The first time that you launch the one-X Mobile application, the Settings menu displays automatically. Configure the following settings:
   - Press **Server Name** and enter the host name or IP address of the one-X Portal server. Press **OK**.

- Press **Server Port** and enter a new port number if your system administrator is not using the default port number. The default port number is 8444. Press **OK**.
- Press **User Name** and enter your user ID. Press **OK**.
- Press **Password** and enter your password. Press **OK**.

Note:

If you need to edit these settings at a later time, you can return to this menu by selecting the **Home** screen and pressing the Menu key on the mobile device. Select **Settings**.

2. The one-X Mobile connects to the IP Office server automatically. To connect manually, return to the **Home** screen and press the menu key on the device and select **Reconnect**.
   When you are successful the triangular status icon changes from red to green.

Configuring enterprise dialing

The Enterprise Dialing setting determines whether the one-X Mobile integrates with the native dialing application on the phone. When you allow the one-X Mobile to integrate with the native dialing application on the phone, the one-X Mobile will intercept and route calls through the enterprise server rather than through the cellular network. For added flexibility, you can also configure a dial plan so that enterprise calls are routed according to the rules that you specify. This feature is available on Android devices only.

About this task

When you configure the Enterprise Dialing setting, the one-X Mobile intercepts and routes calls through the IP Office. This setting allows the one-X Mobile to intercept calls initiated from the native phone application and handle them as business calls. For example, you can initiate a call from the call history log on your mobile device, or from the device phone book, or from a web browser. In addition, enterprise dialing hides the mobile identity of the caller, which allows you to protect your privacy if you are using your personal mobile device for business purposes.

Use the following procedure to configure enterprise dialing on your mobile device.

Procedure

1. Select the **Home** screen and press the Menu key on the mobile device.
2. Select **Settings**.
3. Select **Enterprise Dialing** and press **Mode**.
4. Select one of the following options:

- **Off:** no integration
- **On:** use integration
- **Prompt:** ask which dialer to use each time
- **Dial plan:** use the enterprise dial plan

When you select **Dial Plan**, you must configure the rules for enterprise dialing. The one-X Mobile will intercept and route only those calls that match the dial plan rules.

5. To configure the rules for enterprise dialing, return to the **Settings** menu.
6. Select **Dial Plan** and press the Menu key on the mobile device.
7. Press **Add new rule**. An inactive rule displays.
8. Press the inactive rule and configure the following options:
   - **Active**: select the checkbox to enable the rule.
   - **Prefix**: enter the prefix for calls that you want one-X Mobile to intercept and route.
   - **Suffix length:** select the number of characters that follow the prefix; the options are 0, 1, 2, or 3 characters.
   - **Characters to absorb:** select the number of characters; the options are 0, 1, 2, 3, or 4 characters.
   - **Characters to insert:** enter the number of characters to insert after the prefix.
   - **Dial plan mode intercept:** this option is enabled automatically when you choose Prompt or Dial Plan as the Enterprise Dialing Mode.
9. Press the Back button to return to the **Dial Plan** screen. The screen shows that Rule 1 is now active.
10. To add another rule, press the Menu key on the mobile device and press **Add new rule**.

Example

Dial plan rules allow you to manipulate the called number before the call is routed through the call server. For example, some external calls require you to dial 9 before the number. You can configure the dial plan so that the prefix 9 is added and the call can be made using enterprise dialing.

For more information about making calls, see Making calls on page 43.

Configuring follow mode

When someone on your Contacts list is unavailable, you can use the Follow feature to automatically monitor their availability. When you set the Follow feature for a contact, the One-X Mobile notifies you when the presence status of the contact improves.

For information about how to follow a contact, see Using the Follow feature on page 39.

About this task

Use the following procedure to configure the options for Follow mode.

Procedure

1. Select the **Home** screen and press the Menu key on the mobile device.
2. Select **Settings** and press **Follow**.
3. Select an option:
   - **Continuous:** When you select **Continuous** and follow a contact, you will receive updates as the contact's availability improves and following will continue until you turn it off for that contact.
   - **One time:** When you select **One time** and follow a contact, you will receive one notification of an improvement in that contact's availability; the follow function will automatically be cancelled after one notification.

Setting preferences for notifications

The one-X Mobile application notifies you when new events occur. For example, the one-X Mobile application notifies you when new voicemail or instant messages arrive, or when users join your conference room. You also receive notifications when your connection to IP Office changes.

About this task

Use the following procedure to set how you are notified of new events.

Procedure

1. Select the **Home** screen and press the Menu key on the mobile device.
2. Select **Settings** and press **Notifications**.
3. Select **Notification Profile** and choose the method of notification that you prefer. The options are:

- **Vibration and Sound**
- **Vibration only**
- **Sound only**
- **No Vibration or Sound**

4. Select the events for which you want to receive a notification:
   - **Instant message**
   - **Voicemail**
   - **Conference join**
   - **Conference leave**
   - **Server connection**
   - **Location tracking**

Configuring GPS information

When you enable geo-presence, the one-X Mobile application publishes your geographic location to other users when they request it.

Before you begin

To use this feature, you must first enable the GPS on your mobile device.

- On Android devices, enable Use GPS Satellites under the device settings menu.
- On Apple iPhone4 devices, navigate to Settings > Location Services and select On.

About this task

Use the following procedure to enable geo-presence, and to control the level of detail shared with other users when geo-presence is enabled. After you have configured these options, you can enable or disable geo-presence from any screen in the one-X Mobile application using the geo-presence icon. For information about the icon, see About the interface on page 8

If you enable geo-presence on your Android device, it will affect battery life since the GPS consumes additional power. The power consumption is not considerable until someone is observing your location. When someone is observing your geo-presence information, the GPS updates provided by your device are more frequent, thereby shortening the battery life. The level of information that you choose to publish also affect battery life. For example, when you choose **Maximum**, the battery usage on your mobile device will be greater because the information is updated more frequently.

Procedure

1. Press the **Geo-presence** button to view a list of available locations.

2. Select an appropriate location from the list according to the information below:
   - **City:** displays city, and state or province
   - **Neighbourhood:** displays country, city, state or province
   - **Street:** displays street address, plus Neighbourhood information
   - **Maximum:** displays exact location, including the nearest street

Deleting GPS locations

If you have published your geographic location to other one-X Mobile users, you can delete the information from the devices that have received it. For example, if you disable geo-presence, your last published location remains available to any contacts who request it. You can delete this information so that when contacts request it, the one-X Mobile will display a message indicating that “no information is available.”

About this task

Procedure

1. Select the **Home** screen and press the Menu key on the mobile device.
2. Select **Settings** and press **Delete Locations**.
3. Select one of the following options:
   - **All devices**
   - **This device**

A message displays to confirm that the published information has been deleted.

Note:

You can also access the **Delete Locations** menu by long-pressing the **Geo-presence status** button on the Status bar.

Using the advanced menu

The Advanced menu provides logging information and file transfer options that are available for technical support purposes. Do not change these settings unless directed to do so by technical support.

Menu items	Description

Logging Settings	This menu provides access to logging information that technical support personnel can use. The options available are: • **Logging level:** the level of logging information captured. • **Log limit:** the file size limit for logs collected. The default is 16 MB. • **XMPP debugging:** enable or disable additional XMPP debugging. • **Submit trouble report:** collect troubleshooting data about the application and submit it to technical support.
File Transfer Options	The following file transfer options are available when you submit information to technical support: • **WIFI only:** use WiFi for all file transfers. • **Pending file transfers:** view the number of pending file transfers and purge transfers that are pending.

Enabling the widget

On Android operating systems, a one-X Mobile widget is available that displays on the home page of your device. The widget allows you to see the number of new communications you have received. For information about how to enable a widget, refer to the user guide that came with your mobile device.

Self-administration on the one–X portal

Use the one-X portal to specify the conference bridge number that the one-X Mobile application should use for conference calls. You can also specify personal and cell phone numbers; however, these numbers are used with the MyBuddy commands in the one-X portal. To specify your home, cell, and mobile numbers in the one-X Mobile application, see Setting your location on page 43

Configuring the conference bridge

To set your conference bridge number, log into the one-X portal and perform the following steps:

- Select **Configure > Telephony.**
- Enter your personal conference bridge number in the field provided. Contact your system administrator for details about the conference bridge number to use.

Enabling phone status

You can select whether your current phone status is available to other users if they request that information. When you enable your phone status, your contacts can use the one-X Mobile application to view whether you are currently on the phone. To set the availability of your phone status, log into the one-X portal and perform the following steps:

- Select **Configure > Telephony > IM/Presence.**
- Select **Advertise on call status**.

Enabling calendar information

You can select whether your calendar is available to other users if they request that information. When you enable your calendar status, your contacts can use the one-X Mobile application to view whether you have meetings scheduled during the current day, at the times at which the meetings occur.

- Select **Configure > Telephony > IM/Presence.**
- Select **Advertise calendar status**.

Chapter 3: Managing Status Information

Managing status information

The Avaya one-X Mobile Preferred for IP Office allows you to set information about your own availability and view information about the availability of your contacts. It is also capable of integrating with your Microsoft Office Outlook calendar, and providing status updates based on your scheduled appointments.

Your presence and status

A user's availability on the network, also known as presence, is indicated in two ways:

- by an icon that changes color to reflect the current status of the user
- by a text message entered by the user

Your presence, which you can set on any screen, is available to your contacts.

Each color-coded icon has a field where you can enter a text status. There are three color-coded icons:

- green
- yellow
- red

The one-X Mobile displays your presence information as well as the presence of your contacts. For information about viewing the presence of your contacts, see Monitoring the availability of your contacts on page 38

Integration with your calendar

If you use Microsoft Office Outlook, or Microsoft Office Outlook Web Access, the one-X Mobile can use data from your calendar to update your status information. The one-X Mobile uses the start and end times of meetings in your calendar to provide the following status information:

- When you have a meeting scheduled in your calendar, the one-X Mobile sets your status to **Busy** five minutes prior to the meeting, and displays the message “starting a meeting at <*time*>.”
- When the meeting begins, your status message is updated to “in a meeting until <*time*>.”
- After the meeting ends, your status changes to **Available**.
- When your calendar indicates that a meeting is scheduled for an entire day, your status message is updated to “in an all-day meeting.”

If you have already entered a text status, these messages are appended to your text status. For example, if you enter a text status of “At work,” and are in a meeting until 3 p.m., the one-X Mobile updates your text status to “At work — in a meeting until 3 p.m.”

The one-X Mobile also provides calendar information for your contacts. For more information, see Monitoring the availability of your contacts on page 38

Calendar information is available only if configured by your system administrator.

Monitoring the availability of your contacts

The one-X Mobile provides several ways for you to view the availability of your contacts.

Presence information:

There are several places within the one-X Mobile where you can view the presence of your contacts:

- on the Contacts list, where presence information is displayed for internal contacts
- on the Conference screen, where presence information is displayed for internal conference participants. Presence information is not available for external participants.
- on the Voicemail screen, where presence information is displayed for the depositor of the voicemail message

On each of these screens, a color-coded icon displays to the left of the contact's name. The text status entered by that contact is displayed below his or her name.

The Follow feature:

When you want to reach any contacts whose presence status indicates that they are not available, you can use the Follow feature to automatically monitor their availability. When you set the Follow feature for a contact, the one-X Mobile notifies you when the presence status of the contact shows an improvement in availability. For example, the Follow feature notifies you when the contact's presence changes from Do Not Disturb to Busy, or when it changes from Busy to Available. An icon showing footsteps displays next to the name of the contact to indicate that the feature is enabled.

There are two options for using the Follow feature:

- automatically stop following a contact once you have been notified of a status change
- continue to receive notifications about status changes until you choose to stop following a contact

For more information about configuring the Follow feature, see Configuring follow mode on page 32.

Calendar information:

You can view calendar information for your contacts. The one-X Mobile displays the meetings and appointments scheduled for the current day.

Phone status:

The one-X Mobile allows you to view whether a contact is currently on the phone.

The following sections describe how to set your presence status, and how to use the features of the one-X Mobile to monitor the availability of your contacts.

Related topics:

Setting your status on page 39
Using the Follow feature on page 39
Viewing calendar information on page 40
Viewing phone status on page 40

Setting your status

The Status bar provides an area where you can indicate your presence and set a status message. The Status bar is available on all screens in the one-X mobile application.

About this task

The status area contains color-coded icons to reflect your presence, as well as a text field for a status message. You can enter a new status message in the text field, or re-use a recent status message. The one-X Mobile retains your five most recently used status messages.

Procedure

1. In the Status bar, press the presence area to display a dialog box.
2. Press a color icon to select it.
3. To change the text status, choose one of the following options:
   a. Press the text field to display the keyboard and enter a status. As you type letters, the screen displays recent status messages that match those letters; press a status message to select it or enter a new status.
   b. On Android devices, press the microphone button on the keyboard to enter your status using voice recognition. When you have finished speaking, click **OK** to confirm that the status is correct.
   c. Long-press the text field to display the Edit menu. You can use the Edit menu to select, cut, copy, and paste text in your status message. You can also use this menu to add words to your dictionary.

      Select an option from the Edit menu and then press the text field to display the keyboard and continue editing your status message.

Using the Follow feature

When someone on your Contacts list is unavailable, you can use the Follow feature to automatically monitor their availability. When you set the Follow feature for a contact, the oneX-Mobile notifies you when the presence status of the contact improves. For example, you are

notified when the contact's presence changes from Do Not Disturb to Busy, or when it changes from Busy to Available.

About this task

When a contact that you are monitoring becomes more available, you receive an update in the notification bar at the top of your screen, as well as an instant message to alert you to the change.

Procedure

1. On the Contacts page, long-press the name of the contact whose availability you wish to monitor. A menu displays.
2. Press **Follow** .

   A footsteps icon displays next to the name of the contact to indicate that following is enabled. You can toggle this menu option when you want to **Stop following** the contact.

Viewing calendar information

You can view the times at which your contacts have meetings or appointments. The one-X Mobile displays the schedule for the current day.

Procedure

1. On the Contacts screen, press the name of a contact to open a communication screen for that person.
2. Press the Calendar icon.

   The one-X Mobile displays a message indicating whether the selected contact has meetings scheduled, and if so, when they occur.

Viewing phone status

About this task

You can view whether a contact is currently on the phone.

Procedure

Choose one of the following methods:

- On the Contacts screen, press the name of a contact to open a communication screen for that person. Press the Phone icon.

  The one-X Mobile displays a message indicating whether the selected contact is currently on the phone.

- View the entry for your contact on the Contacts screen. If that person is on the phone, the presence icon to the left of his or her name is red, and a phone icon displays on the right side of the screen.

Chapter 4: Making Calls

Making calls

You can use the one-X Mobile to place calls to your contacts.

When you use the one-X Mobile to initiate a call, the application begins by dialing the phone number where you are located. After you pick up the phone at your location, the one- X Mobile then dials the number that you wish to reach. This approach means that calls are routed through the enterprise PBX. Typically, your location is the mobile device where you have the one-X Mobile installed, but you can set your location as needed. This allows you to specify the phone that you prefer to use for your calls and update it as your location changes. For example, if you normally place calls through your deskphone, you can choose to establish a call using a cell phone or a phone located in a hotel room when you are travelling.

Note:

While you are on a 3G call, you may not be able to access some call features or send instant messages. Some mobile devices, and some service providers, limit data signalling during a 3G call.

The following sections describe how to set your location information, and how to initiate calls.

Related topics:

Setting your location on page 43
Initiating a call from the Contacts list on page 44
Initiating a call from an instant message on page 45
Using the integrated dialer on page 45

Setting your location

Before you place a call, specify the phone number at which the one-X Mobile application can locate you. If you try to place a call on the Android client but you have not set your location, a wizard displays to guide you through the procedure. For iPhone users, an error displays telling you the location is not set.

About this task

You can use the location icon in the Status bar to set your location.

Procedure

1. In the Status bar, press the location icon to open a menu.
2. Select one of the following locations from the menu:
   - **Cell:** the default setting is the phone number of the mobile device on which the one-X Mobile is installed. You can change this number if needed.
   - **Work:** this number is set by your system administrator and is not configurable.
   - **Home**
   - **Custom**

   After you select a location, an icon for that location displays in the Status bar.
3. If you wish to change the phone number for the selected location, long-press the icon in the Status bar. A menu displays.

   Note:

   The iPhone client will only allow you to set the Custom location number in the client, whereas the Android client will allow you to set the Work, Home, and Custom locations. To configure the Cell, Work or Home location numbers on the iPhone client, you must use one-X Portal.
4. Select **Set phone number**.
5. Press the text field to display a keyboard and enter the phone number.
6. When you have finished entering the phone number, press **OK.**

Initiating a call from the Contacts list

About this task

There are two ways to initiate a call from the Contacts list:

Procedure

1. Press the name of the contact to open a communication screen, and then press the phone icon to initiate a call.
   OR
2. Long-press a name on the contact list to display a menu of options available for that contact. Select **Call** from the menu.
   This menu also allows you to view the details of a contact by selecting **Show details**.

Initiating a call from an instant message

About this task

You can reply to an instant message by calling the contact who sent the instant message.

Procedure

1. Press the instant message to open a communication screen for that contact.
2. Click the phone icon to initiate a call.
   When the one-X Mobile places the call, the screen briefly displays a message showing the number it is calling.

Using the integrated dialer

About this task

The One-X Mobile provides an integrated dialer that you can use to place calls to contacts in your personal directory or in your corporate directory.

This feature requires you to configure rules under the Dial Plan setting. Contact your system administrator for more information.

Procedure

1. To launch the dialer, choose one of the following options:
   - Press the **Dialpad** icon in the Status bar.
   - You can also press the Dialpad icon in the status bar; the status bar is available on all screens.
2. Select **Phone Contacts** to call to a contact in the personal directory on your mobile device.

   The screen displays the most recently contacted phone number first, followed by a list of contacts in alphabetical order. If a contact has more than one phone number, each number will be listed.
3. Press the **Call** icon to initiate the call.

Chapter 5: Managing Conference Calls

Managing conference calls

The conference screen provides controls that allow you to manage your conference bridge.

Visual indicators on the screen allow you to see:

- who is connected to your conference bridge
- which participant is speaking
- which participants are muted or unmuted
- a total count of conference participants
- whether the conference is locked or unlocked
- presence information for conference participants
- whether participants are internal or external contacts; external contacts are represented by an icon of a telephone pole

In addition, you can use the controls on the screen to:

- join your own conference bridge
- mute or unmute participants
- enter an alias for a participant
- disconnect participants

Note:

If you have concerns about conference capacities or other features, note that the conference bridge is hosted by the IP Office and not by the mobile device.

Related topics:

Adding conference participants on page 48
Locking and unlocking a conference on page 49
Muting participants on page 49
Assigning aliases on page 50
Disconnecting a participant on page 50

Adding conference participants

You can use your Contacts list to add participants to a conference call. You can add individual contacts to a conference call, or you can add multiple contacts at once.

Procedure

1. To invite an individual from your Contacts list to a conference call, choose one of the following options:
   a. Long-press the name of the contact and select **Add to conference** from the menu that displays.
   b. Press the name of the contact to open a communications screen for that contact. Press the **Add to conference** icon.
2. To add multiple contacts to a conference call, choose one of the following options:
   a. Press the Menu key on the mobile device to open a menu for the Contacts page and press: **Select all** on the menu.

      When you press **Select all**, the application selects all contacts in the list by placing a checkmark next to the name of each contact.
   b. Press the checkbox next to the name of anyone that you want to add as a participant in the conference call. A green checkmark appears next to the name of any selected contacts. When you have finished selecting the participants, press the **Conference** button at the bottom of the screen.
3. To add external participants to a conference call, press the **Dialpad** icon and perform the following steps:
   a. Select a contact listed in the personal directory of your mobile device or dial a phone number.
   b. Press the **Add to Conference** icon on the dialpad.

      Note:

      If you did not join the conference before inviting participants, the one-X Mobile will display a pop-up screen that gives the user the choice to be added or not to be added to the conference once you've added the first participant.

Comments? infodev@avaya.com

Locking and unlocking a conference

About this task

The one-X Mobile provides you with the option to lock a conference call that is in progress. You can use the lock to when you want to prevent new participants from joining the conference.

Procedure

1. Press the Menu key on the mobile device to view options for the conference page.
2. Select **Lock** from the menu.
   When you lock a conference, the conference screen displays a lock icon to confirm that the call has been successfully locked.
3. To unlock the conference, press the Menu key on the device and select **Unlock**.
   The lock icon is removed from the conference page.

Muting participants

As the conference chairperson, you can mute individual participants or you can mute all participants.

About this task

When you mute and unmute conference participants, the microphone icon located next to the participant's name indicates the status of each participant.

Procedure

Choose one of the following options:

a. To mute an individual participant, long-press on the name of the participant to display menu options. Select **Mute**. You can toggle this menu option when you want to **Unmute** the participant.
b. To mute all participants, press the Menu key on the mobile device to view options for the conference page. Select **Mute all**. You can toggle this menu option when you want to **Unmute all** participants.

Note:
Selecting **Mute all** will not mute the conference owner.

Assigning aliases

When a participant joins a conference call, the one-X Mobile displays the default name of the participant, which is determined by the call server. For example, the default name can be a phone number or a caller ID. To make it easier to identify the participants in a conference call, you can assign an alias for each participant. Only you can see the aliases that you assign.

About this task

You assign the alias to a participant when a conference is in progress. The alias is retained by the one-X Mobile for subsequent conference calls.

Procedure

1. On the conference page, long-press on the name of a participant to display a menu.
2. Select **Assign alias** . A field displays.
3. Press the field to display a keyboard and enter the alias using one of the following methods:
   a. Type an alias and press OK.
   b. Press the microphone button to enter an alias using voice recognition and press OK.
4. If you want to remove the alias, long-press on the name of a participant and select **Clear alias** from the menu.

Disconnecting a participant

Procedure

1. Long-press on the name of the participant to display a menu.
2. Select **Disconnect**.

Comments? infodev@avaya.com

Chapter 6: Using Instant Messaging

Sending an instant message

Procedure

1. On the **Contacts** screen, press the name of a contact to open a communication screen for that person.

   Note:

   If you're sending an instant message to the Broadcast Group “everyone,” only users that can receive IMs will see your message. Basic users and external contacts using GoogleTalk and GoogleMail will not receive the message.

2. Choose one of the following options:

   - On Android devices, press the Microphone icon to compose your message using speech-to-text.
   - Press the text field to open a keypad and enter your message.

3. Press **Send**.

Receiving instant messages

If you experience issues receiving instant messages in the one-X Mobile application, you should verify whether you have logged in to multiple XMPP clients at the same time.

When you are logged in to multiple XMPP clients, instant messages are sent to where the presence indicates the best availability. For example, if you are logged in to the one-X Mobile application and have a presence of “Away,” and you are also logged in to the one-X portal with a presence of “Available,” the instant message is sent to the one-X Portal. The presence setting on any XMPP client must be an accurate reflection of your actual presence at that client. Ensure that you log out of clients that you are not using.

Selecting a view

By default, the Instant Message screen displays both read and unread instant messages. You can toggle the display between this view, and a view that displays unread messages only.

Procedure

1. Select the **Instant Message** screen and press the Menu key on the mobile device.
2. Select **Enable/Disable History** to view the instant messages that you have read.

Deleting instant messages

Use this procedure to delete instant messages that you have read. If you do not delete these messages, they are saved until the storage limit is reached. The one-X Mobile stores up to 1MB of instant messages. When the storage limit is reached, the oldest messages are automatically deleted.

Procedure

1. Select the **Instant Message** screen and press the Menu key on the mobile device.
2. Select **Clear History** to delete instant messages that you have read.

Chapter 7: Managing voicemail

Managing voicemail

The Voicemail screen on the one-X Mobile provides visual access to your voicemail messages. It supplies information about messages, as well as controls that allow you to play messages and organize them.

Related topics:

Listening to messages on page 53
Marking a message as unheard on page 54
Incoming messages on page 54
Returning a call on page 54
Deleting messages on page 55

Listening to messages

You can play, fast forward, and rewind messages.

Procedure

1. On Android devices, press the red Play button on a voicemail message to open it. The message begins to play automatically, and the screen displays the following controls:
   - play/pause
   - rewind to the beginning
   - rewind 2 seconds
   - fast-forward 2 seconds
2. On Apple devices, press the voicemail message to open it. The message begins to play automatically.

Marking a message as unheard

When you receive a new voicemail message, a message waiting icon displays in the top corner of the message to indicate that the message is unheard. The icon is removed once you listen to the message. You can mark the message as unheard to restore the message waiting icon.

Procedure

1. Long-press the voicemail message to display a menu.
2. Select **Mark as unheard**.
   The message waiting icon is restored in the one-X Mobile application. Your deskphone will also show this message as unheard and the message waiting indicator will display.

Incoming messages

The one-X Mobile provides you with the ability to listen to incoming voicemail while the message is in progress, or to intercept and answer a call while a message is in progress.

Procedure

The Home screen displays two buttons when you have an incoming voicemail message. Select one of the following options:

a. Select **Listen** to hear the message as it is being recorded.
b. Select **Answer** to pick up an incoming voicemail message.

When you choose to answer an incoming voicemail message, the call will ring at the location that you have specified as your current location in the one-X Mobile application.

Returning a call

When you receive a voicemail message, you can initiate a return call directly from the voicemail message.

About this task

Before you return a call, you can check the availability of the person you wish to call by checking his or her presence status on the voicemail message. The one-X Mobile displays up-to-date presence information for saved messages as well as new messages.

Procedure

1. On the **Voicemail** page, locate the message for which you want to return a call.
2. Press the message to open it and check the presence status of the caller.
3. Long-press the voicemail message to open a menu.
4. Select **Call**.

Deleting messages

Procedure

1. Long-press the voicemail message that you wish to delete. A menu displays.
2. Press **Delete**.

Chapter 8: Managing Geo-Presence Information

Managing geo-presence information

The one-X Mobile application can use the on-board GPS in a mobile device to provide information about a user's geographical location, known as geo-presence. You can use this feature to view the geo-presence of your contacts if they agree to share this information. Similarly, if you decide to share your geo-presence, the one-X Mobile application can publish your geographic location to other users when they request it.

When you publish your geographic location to other one-X Mobile users, the application provides real-time information. However, if real-time information is not available—for example, you are in a location where a satellite signal is not available—the one-X Mobile uses information stored on the server to provide your last published location.

To use this feature, you and your contacts must enable the GPS on your mobile device, and also enable geo-presence in the one-X Mobile application. For information about enabling geo-presence, and setting the level of information to publish, see Configuring GPS information on page 33.

When you view the geo-presence of others, you can view the location of your contacts on a map, and see specific location information. You can also place a call to that contact, send an instant message, or add the contact to a conference directly from the map view. When you publish your own geo-presence, you can see whether a contact has requested your geo-presence information.

Related topics:

Viewing the geo-presence of a contact on page 57
Viewing requests for your geo-presence on page 58
Communications options on page 58

Viewing the geo-presence of a contact

Use the following procedure view the geo-presence of your contacts.

Procedure

1. On the Contacts screen, check to see whether the contact is sharing geo-presence information. If geo-presence information is available, a placemarker icon displays next to the name of the contact.
2. Press the name of a contact to open a communication screen for that person.
3. Press the placemarker icon.

   A map displays the location of the contact. Press the map to display controls that allow you to zoom in and zoom out.
4. To view the address of the current location, long-press on the placemarker to open a menu and select **Show location information**.

Viewing requests for your geo-presence

Use the following procedure to see whether a contact has requested your geo-presence information.

For information setting the level of information to publish, see Configuring GPS information on page 33.

Procedure

1. On the Contacts screen, press the name of a contact to open a communication screen for that person.
2. Press the GPS icon.

   A dialog box displays, indicating whether the contact has requested your geo-presence information.

Communications options

In addition to viewing the current location of a contact on a map, you can also place a call to that contact, send an instant message, or add the contact to a conference directly from the map view.

Procedure

From the map view, long-press on the placemarker to open a menu and select one of the following options:

- Unpin from map
- Call
- Add to conference
- Send IM
- Show location information

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